

Customer Reimbursement Plan

1. Claimants¹ to be reimbursed for repairs conducted between 27th May 2013 and 19th October 2014 (customer notification + 10 days)

2. Claims will be refused if:

- a) Repairs² are not of the same type as the recall remedy (i.e. hose repair or replacement)
- b) The repair did not address the problem that led to the recall
- c) The repair was not reasonably necessary to correct the defect that led to the recall

3. Claims will only be paid if adequate documentation is provided:

- a) Name and mailing address of the claimant;
- b) Vehicle make, model, model year, and vehicle identification number of the vehicle;
- c) Identification of the recall (either the NHTSA recall number or the manufacturer's recall number);
- d) Identification of the owner or purchaser of the recalled motor vehicle at the time that the pre-notification remedy was obtained;
- e) A receipt for the pre-notification remedy, which may be an original or copy
- f) Receipt must indicate that the repair addressed the defect or noncompliance that led to the recall or a manifestation of the defect or noncompliance, and state the total amount paid for the repair of that problem.

4. Within 60 days, claimant will be reimbursed for lesser of:

- a) Cost paid by claimant for repair

OR

- b) Lotus retail cost of parts + labour, taxes etc

5. Claims for reimbursement should be sent to:

Mr Brian Shepherd

Customer Services & Warranty Manager

Lotus Cars USA Inc.

2402 Tech Center Parkway

Suite 600

Lawrenceville

U.S.A.